

ENTERPRISE BUSINESS INTELLIGENCE

Service Description

The State of Ohio Enterprise Business Intelligence (BI) service provides enterprise data warehousing, business and predictive analytics, and decision support solutions to state agencies, boards and commissions, and institutions of higher education. By turning raw data into usable information, BI helps users analyze policies and programs, evaluate operations, and drive decisions. Core System Capabilities include:

Health and Human Services Information

- Ohio Benefits
- Medicaid Claims
- Medicaid Enrollment
- Medicaid Financial
- Medicaid Provider
- Long Term Care
- Medicare Claims
- Pharmacy

Financial Information

- General Ledger
- Travel and Expense
- Procure to Pay
- Capital Improvements
- Accounts Receivable
- Asset Management
- Budget/Planning
- Value Management
- Statewide Cost Allocation Plan
- MBE/EDGE

Workforce and Human Resources

- Workforce Profile
- Compensation
- State of Ohio Payroll Projection Systems
- ePerformance
- Enterprise Learning Management

Customer Benefits

- **Cost-and Spend Management** – State Agencies can gain valuable insights in planned, actual and forecasted spending based on historical information as well as planned expenditures, budgets and actual results
- **Efficiency** – Business Intelligence delivers standardized reports, dashboards and data to support consistent views of Statewide Health and Human Services, Finance and Human Resources data.
- **Availability** – Enterprise Business Intelligence supports Agency analyses in a high-availability environment with contemporary data.
- **Data Integration** – Enterprise Business Intelligence offers agencies data integration services to support analysis of data from multiple data sources
- **Standard and Governance** – BI provides standard reports, meta-data management, and data governance solutions to customers.
- **Training** – Enterprise Business Intelligence offers a regularly scheduled training curriculum and support for a variety of audiences.
- **Reporting and Migration Consultation** – Users requiring specialist interpretation or development of BI reports will receive one on one support from the BI Team.
- **Data Accuracy/Validation** – Data in the BI environment is validated to source system data daily to ensure accuracy and the BI dashboard provides users an accurate and real-time view of batch processes and data updates.

OIT Provides

- Production and Non-Production Environments
- Cognos Based Analysis Tools
- SAS Analytics
- End User Training
- Incident Resolution Services
- Routine Maintenance
- Service Provisioning and Implementation
- Scheduled Training
- Analysis Support and Consultation

Maintenance Schedule

Maintenance and data refresh windows for current data marts occur weekdays after 5:00 PM. In addition, weekends are frequently used for change maintenance windows.

Incident Response & Resolution

Enterprise Business Intelligence and Reporting support staff is available from 7:00 AM until 5:00 PM, Monday through Friday.

Customers may report incidents to the Customer Service Center at csc@ohio.gov/614.644.6860 or via the Ohio Benefits helpdesk at OhioBenefitsHelpDesk@DAS.ohio.gov/866-846-4528.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	Enterprise Business Intelligence and Reporting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Business Intelligence and Reporting support staff resolves critical, production-stopping incidents within 4 hours.	75%

Customer Requirements

- BI Access
- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.